

ABSTRACT

Method For Involving Functions of An Automatic Call Distribution System
Into An Interactive Voice Answering System

~~An~~ A method for incorporating functions of an automatic call distribution system into an interactive voice answering system wherein the interactive voice response system (~~IVR~~) coupled to an automatic call distribution system (~~ACD~~) is influenced ~~such~~ by a communication terminal equipment (~~KE(X)~~) such that ~~this~~ ~~communicates~~ a request for reserving (~~resa, resq~~) an available agent (~~A~~) to the automatic call distribution system (~~ACD~~) is communicated. Given ~~a~~ the reservation of a requested agent (~~A~~), the allocated communication system (~~KS~~) is influenced such that the communication terminal equipment (~~KE~~) is transferred to the reserved agent communication terminal equipment (~~AKE~~).

~~Figure 1~~